AMENDMENT TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1 1. (currently amended)   A method for monitoring a level of network service offered by

2   a service provider, the method comprising the computer-implemented steps of:

3   receiving <u>a schema that provides a configuration for monitoring a service level</u>

4   <u>contract, wherein the schema comprises</u> data defining one or more tests for

5   monitoring the level of network service ~~that is~~ being provided to a particular

6   customer~~; creating and storing~~ <u>and</u> information defining a specific time range

7   for when the one or more tests are to be <u>performed</u> ~~enforced~~;

8   distributing the one or more tests to one or more agents, wherein the one or more

9   agents are configured to communicate with devices ~~that are~~ associated with

10   the network; and

11   configuring the devices to perform the one or more tests within the specific time

12   range.

1 2. (Original)   The method recited in claim 1, further including the steps of:

2   receiving result information based on the devices performing the one or more tests;

3   and

4   creating and storing reporting information that indicates whether the customer is

5   receiving, during the specific time range, the level of network service offered

6   by the service provider.

1   3. (cancelled)

1   4. (currently amended)   The method recited in claim ~~3~~ 1, ~~further comprising the steps~~

2   ~~of:~~

3   ~~generating a~~ said schema <u>being</u> based on Extensible Markup Language (XML), <u>and</u>

4   wherein the schema ~~provides a template for defining a service level contract;~~

5   ~~and~~

6   ~~wherein the step of receiving information defining the one or more tests includes the~~

7   ~~step of receiving data defining a~~ <u>models the</u> service level contract ~~based on~~

8   ~~said schema~~.

1   5. (currently amended)   The method recited in claim 1, further comprising the steps of:

2   generating, at a server, interface data for defining ~~a~~ <u>the schema for monitoring the</u>

3   service level contract; and

4   communicating the interface data to a client that is remote from said server, wherein

5   the interface data allows users to define specific times for monitoring the level

6   of service that is being provided by the service provider.

1   6. (Original)   The method recited in claim 1, wherein:

2   the step of configuring the devices includes the step of configuring the devices to

3   perform the one or more tests only within the specific time range.

1   7. (currently amended)   A computer readable medium carrying sequences of

2   instructions for monitoring a level of network service offered by a service provider,

3   the sequences of instructions including instructions for performing the steps of:

4 receiving <u>a schema that provides a configuration for monitoring a service level</u>

5   <u>contract, wherein the schema comprises </u>data defining one or more tests for

6   monitoring the level of network service ~~that is~~ being provided to a particular

7   customer~~; creating and storing~~ <u>and </u>information defining a specific time range

8   for when the one or more tests are to be <u>performed</u> ~~enforced~~;

9 distributing the one or more tests to one or more agents, wherein the one or more

10   agents are configured to communicate with devices ~~that are~~ associated with

11   the network; and

12 configuring the devices to perform the one or more tests within the specific time

13   range.

1 8. (Original) The computer readable medium recited in claim 7, further comprising

2 instructions for performing the steps of:

3 receiving result information based on the devices performing the one or more tests;

4   and

5 creating and storing reporting information that indicates whether the customer is

6   receiving, during the specific time range, the level of network service offered

7   by the service provider.

1 9. (cancelled)

1 10. (currently amended) The computer readable medium recited in claim ~~9~~<u>7</u>, ~~further~~

2 ~~comprising instructions for performing the steps of:~~

3   ~~generating a~~ said schema <u>being</u> based on Extensible Markup Language (XML), <u>and</u>

4   wherein the schema ~~provides a template for defining a service level contract;~~

5   ~~and~~

6   ~~wherein the step of receiving information defining the one or more tests includes the~~

7   ~~step of receiving data defining~~ <u>models the</u> a service level contract ~~based on~~

8   ~~said schema.~~

1   11. (currently amended)   The computer readable medium recited in claim 7, further

2   comprising instructions for performing the steps of:

3   generating, at a server, interface data for defining ~~a~~ <u>the</u> schema <u>for monitoring the</u>

4   service level contract; and

5   communicating the interface data to a client that is remote from said server, wherein

6   the interface data allows users to define specific times for monitoring the level

7   of service that is being provided by the service provider.

1   12. (Original) The computer readable medium recited in claim 7, wherein:

2   the step of configuring the devices includes the step of configuring the devices to

3   perform the one or more tests only within the specific time range.

1   13. (currently amended)   A network device configured for monitoring a level of network

2   service offered by a service provider, comprising:

3   a network interface;

4   a processor coupled to the network interface and receiving information from the

5   network interface;

6   a computer-readable medium accessible by the processor and comprising one or more

7   sequences of instructions which, when executed by the processor, cause the processor

8   to carry out the steps of:

9   receiving <u>a schema that provides a configuration for monitoring a service</u>

10   <u>level contract, wherein the schema comprises</u> data defining one or

11   more tests for monitoring the level of network service ~~that is~~ being

12   provided to a particular customer~~; creating and storing~~ <u>and</u> information

13   defining a specific time range for when the one or more tests are to be

14   <u>performed</u> ~~enforced~~;

15   distributing the one or more tests to one or more agents, wherein the one or

16   more agents are configured to communicate with devices ~~that are~~

17   associated with the network; and

18   configuring the devices to perform the one or more tests within the specific

19   time range.

1   14. (currently amended)   The network device recited in claim 13, <u>wherein the sequence</u>

2   <u>of instructions</u> further <u>comprise</u>~~including~~ the steps of:

3   receiving result information based on the devices performing the one or more tests;

4   and

5   creating and storing reporting information that indicates whether the customer is

6   receiving, during the specific time range, the level of network service offered

7   by the service provider.

15. (cancelled)

1   16. (currently amended)   The network device recited in claim ~~15~~13, ~~further comprising~~

2   ~~the steps of:~~

3   ~~generating a~~ said schema being based on Extensible Markup Language (XML), and

4   wherein the schema ~~provides a template for defining a service level contract;~~

5   ~~and~~

6   ~~wherein the step of receiving information defining the one or more tests includes the~~

7   ~~step of receiving data defining a~~ models the service level contract ~~based on~~

8   ~~said schema.~~

1   17. (currently amended)   The network device recited in claim 13, wherein the sequence

2   of instructions further comprises ~~comprising~~ the steps of:

3   generating, at a server, interface data for defining ~~a~~ the schema for monitoring the

4   service level contract; and

5   communicating the interface data to a client that is remote from said server, wherein

6   the interface data allows users to define specific times for monitoring the level

7   of service that is being provided by the service provider.

1   18. (Original) The network device recited in claim 13, wherein:

2   the step of configuring the devices includes the step of configuring the devices to

3   perform the one or more tests only within the specific time range.

1   19. (currently amended)   A network device configured for monitoring a level of network

2   service offered by a service provider, comprising:

3   means for receiving a schema that provides a configuration for monitoring a service

4   level contract, wherein the schema comprises data defining one or more tests

5   for monitoring the level of network service ~~that is~~ being provided to a

6   particular customer~~; means for creating and storing~~ and information defining a

7   specific time range for when the one or more tests are to be <u>performed</u>

8   ~~enforced~~;

9   means for distributing the one or more tests to one or more agents, wherein the one or

10   more agents are configured to communicate with devices ~~that are~~ associated

11   with the network; and

12   means for configuring the devices to perform the one or more tests within the specific

13   time range.

1 20. (Original) The network device recited in claim 19, further including:

2   means for receiving result information based on the devices performing the one or

3   more tests; and

4   means for creating and storing reporting information that indicates whether the

5   customer is receiving, during the specific time range, the level of network

6   service offered by the service provider.